



AGENDA

Advisory Committee on Managed Health Care

Wednesday, June 19, 2002

10:00 am till 4:00 pm*

Secretary of State Building - Auditorium - 1500 11th Street, Sacramento, CA 95814

Public comment will be taken after each agenda item.

I. OPENING COMMENTS

Facilitators: Daniel Zingale, Director
Joy Higa, Deputy Director for Plan and Provider Relations

II. Timely Access to Care – Challenges Facing California Consumers

Objective: Review and discuss data on access complaints reported to the HMO Help Center and identified through HMO oversight.

Facilitator: Committee Member

Speakers: Robin Fried, Assistant Chief Counsel, HMO Help Center
Penny Fowler, Division Chief, HMO Help Center
Debra Burgess, Senior Health Care Specialist, Office of Health Plan Oversight
Joan Cavanaugh, Assistant Deputy Director, Office of Enforcement

III. Timely Access to Care – Provider Access and Availability

Objective: Receive and discuss the findings of a recent California Health Care Foundation Roundtable on Provider Supply and Accessibility and an update on research related to standards for timely access.

Facilitator: Committee Member

Speaker: Representative from the California Health Care Foundation

IV. California Prevention Report

Objective: Review and discuss highlights from the California Prevention Report.

Facilitators: Daniel Zingale, Director
Steven Fisher, Deputy Director for Communications and Planning

V. California HMO Year Two Report Card

Objective: Review and discuss the California HMO Year Two Report Card, including provider group measurement and the status of the cultural and linguistic standards working group.

Facilitator: Committee Member

Speaker: Martin Gallegos, D.C., Director / Patient Advocate, Office of the Patient Advocate

Adjourn Meeting

(*In limited occurrences or due to unforeseen circumstances, there may be a change to the order of agenda items.
The adjournment time of the meeting is approximate.)

Special accommodations for persons, such as sign language interpreter services, are available for persons to attend the meeting. Please request any such services at least seven days in advance of the meeting. This agenda is available on the Department of Managed Health Care's web site at www.hmoHELP.ca.gov. Please direct requests for accommodations to Ralph V. Rodriguez at (916) 445-0330 or rrodriguez@dmhc.ca.gov or to the Department of Managed Health Care, 980 9th Street, Suite 500, Sacramento, CA 95814.